

Transcript: Pearl

Rojas-5250315710021632-6401196690161664

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who's speaking with? Oh, yes, hi. My name is Tomeiko. That's T as in Tom, O-M-E-I-K-O, last initial S as in Sam. Job title is Referral Coordinator and I am calling on behalf of my provider, Dr. Freddy Reynolds, checking benefits for a member. Okay. And what's the name of the member? Lashonda Morgan. Date of birth is 6/25/1982. Okay. Take a look here. And what's the date of service? Or is it a future date of service? Um, she has not been scheduled yet. Oh, at this moment she doesn't have active coverage at all. Okay, so no active? Mm-mm. Okay. And when does it turn? So, the coverage isn't c- isn't canceled out yet. These are week-to-week coverages. Um, one, two, three... This is the third week of, of inactive coverage, so week four is when it t- will, um, it should cancel itself out unless she makes a payment or starts working with her agency again. So, I wouldn't be able to give you a date of cancellation or termination of coverage yet. Okay. All right. Well, thank you so much. No problem. Thank you so much for calling. You have a great day. All right. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who's speaking with?

Speaker speaker_1: Oh, yes, hi. My name is Tomeiko. That's T as in Tom, O-M-E-I-K-O, last initial S as in Sam. Job title is Referral Coordinator and I am calling on behalf of my provider, Dr. Freddy Reynolds, checking benefits for a member.

Speaker speaker_0: Okay. And what's the name of the member?

Speaker speaker_1: Lashonda Morgan. Date of birth is 6/25/1982.

Speaker speaker_0: Okay. Take a look here. And what's the date of service? Or is it a future date of service?

Speaker speaker_1: Um, she has not been scheduled yet.

Speaker speaker_0: Oh, at this moment she doesn't have active coverage at all.

Speaker speaker_1: Okay, so no active?

Speaker speaker_0: Mm-mm.

Speaker speaker_1: Okay. And when does it turn?

Speaker speaker_0: So, the coverage isn't c- isn't canceled out yet. These are week-to-week coverages. Um, one, two, three... This is the third week of, of inactive coverage, so week four is when it t- will, um, it should cancel itself out unless she makes a payment or starts working with her agency again. So, I wouldn't be able to give you a date of cancellation or termination of coverage yet.

Speaker speaker_1: Okay. All right. Well, thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. You too. Bye-bye.